

INSPECTION PERFORMANCE MEASURE

GOAL: Improve compliance with food safety and sanitation regulations to reduce unwholesome shellfish from reaching the consumer.

Objective: Complete 80% of assigned pre-operational and 30-day inspections of licensed shellfish operations.

Performance Measure	Outcome Measure	Review Frequency
Complete 80 % of timely assignment of inspections to assigned inspectors within 5 working days; Complete 80% of timely Pre-Operational inspections by assigned inspectors within 10 days of assignment: Complete 80% of timely 30-Day Follow-up Inspection by assigned inspectors.	Timely completion of work by assigned inspectors that facilitate compliance of food safety and management controls by shellfish industry customers.	Quarterly review by Lead Inspector and Administrative Assistant with calculation of percentile measurements for determining compliance to the performance standard.
Develop a relationship database for all new applications for certification/license for monitoring this performance measurement.	Provides for improvement of time management by inspectors and improved administrative functions i.e. file management, accountability, & License renewal actions). Enhancement of customer service functions.	Review frequency timeline is Jan, Apr, Jul & Oct of each year

REFERENCE:

Turning Point, Collaborating for a New Century in Public Health, Guidebook for Performance Measurement, Patricia Lichiello, December 1999

INSPECTION PERFORMANCE MEASURE

GOAL: Improve compliance with food safety and sanitation regulations to reduce unwholesome shellfish from reaching the consumer.

Objective: Complete 90% of assigned routine inspections of licensed shellfish operations.

Performance Measure	Outcome Measure	Review Frequency
Complete 90% of assigned routine operational inspections by assigned inspectors for "Routine Inspections" for all Harvesters, Shellstock Shippers, and Shucker-Packers operations.	Timely completion of work by assigned inspectors that facilitate compliance of food safety and management controls by shellfish industry customers.	Quarterly review by Lead Inspector and Administrative Assistant with calculation of percentile measurements for determining compliance to the performance standard.
Develop a relationship database for all "Routine Inspections" for certification/license for monitoring this performance measurement.	Provides for improvement of time management by inspectors and improved administrative functions i.e. file management, accountability, & License renewal actions).	Review frequency timeline is Jan, Apr, Jul & Oct of each year
	Enhancement of customer service functions.	

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